



Troubleshooting Guide

General Troubleshooting:

- Check to see that your tool is plugged into the power supply properly and that the power supply is plugged into the wall. If you have a variable heat power supply, make sure that the unit is turned on. Make sure the switch on your tool is in the “on” position.
- If you are plugging your power supply into a surge protector or power strip, make sure the surge protector or power strip is turned on.
- Check to make sure the cord hasn’t been melted or cut.

Hot Knives:

- If the tip is glowing, then use a flat nose pliers (non-serrated) to recrimp the crimped tip of the knife blade.

Freehand Router:

- Make sure the nuts on the shapeable blade are tight.
- Make sure the nuts where the arms meet the handle are tight.
- Make sure the brass arms are not touching each other at the base between the bolts on the handle – this may happen if the arms are opened to their widest position. If they are, unscrew and remove the arms from the handle and sand the flattened ends that were touching.

Sculpting Tool:

- Make sure the nuts where the arms meet the handle are tight.
- Make sure the brass arms are not touching each other at the base between the bolts on the handle – this may happen if the arms are opened to their widest position. If they are, unscrew and remove the arms from the handle and sand the flattened ends that were touching.
- When attaching the wire to the Sculpting Tool arms, make sure it is wrapped tightly. If you’re using the Pro Sculpting Tool wire, you may want to use a flat nose pliers (non-serrated) and crimp the wire after you have wrapped it to ensure a solid contact.
- Make sure the hot wire is never shorter than 5 inches. If the wire is shorter than 5 inches, it will short out the power supply. Refer to the power supply section for more information about power supply repair.

Engraving & Probe Tools:

- If the tip of the tool is loose, do not try and repair it yourself - we have to fix it. Contact us at vendors@hwff.com

Scroll Table:

- Make sure the lowest wing-nut on the back of the Scroll Table (the one the cord is attached to) is tight to ensure a solid contact. Remember to do so every time you adjust the arm to change angles or to attach a new wire.
- Make sure the nut on the underside of the table (where you attach your cutting wire) is tightened to ensure a solid contact.

3D Deluxe & 3D Pro Tables:

- Make sure the clips on the cord are attached tightly to the attach-point under the table as well as the brass rod on the table. If they are loose, gently squeeze the clip and re-attach.
- Make sure that the hot wire has solid contact with the screw on the brass arm.
- Make sure the hot wire has proper tension to ensure solid contact – the router and ribbon blades are exceptions.

Industrial Knife:

- Check the contacts where the blade meets the knife – take out the nuts and the contact plates, remove the blade and clean out any plastic residue with your brass brush, superfine sandpaper or steel wool. Make sure there is no plastic residue on the contacts or the blade and reassemble.
- Make sure to remove and clean the blades and contacts each time you use it – otherwise the melted foam will turn into a hard plastic coating that will cut off the electrical contact and is difficult to remove.

Bow Cutter & Industrial Router:

- Make sure that your cord is securely in the jack on the tool.
- On the Industrial Router, make sure the nuts on the shapeable blade are tight.

Power Supplies:

- Check to make sure the cord hasn't been melted or cut
- If the above items don't fix the problem with your tool – it is most likely the power supply. If you have a Pro Power Station, you can reset the fuse by simply letting your Pro Power cool down, then unplug the power cord from the wall and then plug it back in to reset the internal fuse. If it keeps needing to be reset, please contact us. The Crafters Power Supplies cannot be reset. Power supplies must be repaired by us, so contact us if your troubleshooting did not solve your problem. Email us at vendors@hwff.com

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